

**U.S. Department of Housing and Urban Development  
&  
NeighborWorks® America**

***Managing a Successful Housing Choice Voucher Training***

**Frequently Asked Questions**

---

***Is there a cost related to participating in these training sessions?***

The HUD scholarship covers a participant's course and registration fees, which includes all of the session materials. However each agency needs to cover a participant's travel, lodging and per-diem expenses related to attending the session.

***Will meals be provided as part of these training sessions?***

Each day there is a mid-morning and mid-afternoon break with beverages and snacks provided. There is an hour and half lunch break, but meals are NOT included as part of this session.

***What are the start and end times to these sessions?***

The session will begin each day promptly at 8:30 a.m. and end each day by 4:00 p.m.

***Do I need to preregister for these sessions, or can I register on-site the day of the training?***

Everyone must preregister for the trainings as these sessions have become very popular and tend to fill up rather quickly. The meeting planners require a registration form ahead of time so that appropriate arrangements can be made to accommodate those registered.

***Does my registration for the course serve as my reservation for hotel arrangements as well?***

No, participants are required to make their own lodging and travel arrangements, as necessary.

***Can I receive a copy of the session materials in the event I can not attend?***

Because the training is meant to be interactive, the session materials are designed to be distributed in the context of the class. It is not possible to send materials in advance of the course, or to receive them if not attending the course.

***Will certificates of completion be distributed at the end of these sessions?***

Yes, completion certificates will be either given out at the end of the session or will be mailed to participants after the session. It is important that you provide complete information on the Registration Form in order to receive your certificate.

***What is the registration form used for?***

The Registration Form serves many purposes. Your name and title will be used to create a nametag for use during the session – and on your course certificate of completion. Your e-mail address is used to confirm your registration. Your address – best to use your mailing address – is used if we need to mail a certificate to you. Please print or write clearly so your form is understandable. And of course, the Registration Form registers you for the course.

***What should I wear to this session?***

The sessions are somewhat casual; we recommend business-casual attire. It should be noted that temperatures in hotel meeting rooms can vary greatly and are sometimes difficult to control, so regardless of the season a light jacket or sweater is advisable.

***Should I make hotel and airline reservations once I submit my registration?***

We recommend that airline reservations be made upon receipt of e-mail confirmation, ensuring that you are registered for the session. Likewise it is a good idea to make hotel reservations after you know you are confirmed for the session. When making your hotel reservations, please mention that you will be attending the “**HUD/NeighborWorks® America Training Institute**” in order to reserve one of the block of rooms we have a hold on.

***What if I have questions about parking rates, restaurants, and hotel location?***

Questions of this nature should be addressed directly to the hotel. Hotel contact information is provided on the registration form and in your e-mail confirmation.

***Will I receive any sort of registration confirmation?***

Yes, everyone will receive confirmation of registration or a wait-list notice via e-mail. The e-mail confirmation guarantees you a slot in the session; you do not need to call or e-mail NeighborWorks® America meeting planners to re-confirm.

***What does it mean if I receive an e-mail saying that I am on the wait list?***

Once we have received enough registration forms to fill a course to the maximum capacity, we place subsequent registrants on a wait list. Registrants are put on the wait list in the order they are received. If a confirmed registrant cancels from the course, the first registrant on the wait list is notified and confirmed for the course.

***Can I just “show up” and take the session?***

No, please don't do this. The meeting planners arrange for name badges, course materials, instructors, and room set-up based on the preregistration numbers. We can not accommodate those who simply “show up.”